

WHAT IS CLAIMED IS:

- 5 1. A method for automated unit service requests from a telematics unit, the method comprising:
 setting a unit request call trigger at the telematics unit from a call center;
 receiving a unit request call based on the unit request call trigger;
10 and
 configuring the telematics unit in response to the received unit request call.
2. The method of claim 1 further comprising:
15 determining at the call center an available enrollment data; and
 configuring the unit request call trigger based on the determination.
3. The method of claim 1 wherein the step of receiving a unit request call based on the unit request call trigger comprises:
20 receiving a carrier response to a generated unit request call, wherein the carrier response indicates MIN availability; and
 resetting the unit request call trigger responsive to the carrier response.
- 25 4. The method of claim 1 wherein setting a unit request call trigger comprises:
 receiving a subscriber service call at the call center;
 determining if the telematics unit is data upload capable; and
 configuring the telematics unit to initiate the unit request call at a
30 predetermined time based on the determination.

5. The method of claim 2 wherein determining available enrollment data comprises:

determining if a customer data record is expected.

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6. The method of claim 2 wherein determining available enrollment data comprises:

determining if a personal calling number is available.

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7. The method of claim 1 wherein configuring the telematics unit comprises: performing a base configuration.

8. The method of claim 1 wherein configuring the telematics unit comprises:

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performing a base configuration; and
performing a personal calling configuration.

9. A computer usable medium including a computer program for automated unit service requests from a telematics unit comprising:

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computer program code for setting a unit request call trigger at the telematics unit from a call center;

computer program code for receiving a unit request call based on the unit request call trigger; and

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computer program code for configuring the telematics unit in response to the received unit request call.

10. The computer usable medium of claim 9 further comprising:
computer program code for determining at the call center an
available enrollment data; and

5 computer program code for configuring the unit request call trigger
based on the determination.

11. The method of claim 9 further comprising:
computer program code for receiving a carrier response to a
10 generated unit request call.

12. The computer usable medium of claim 9 wherein computer
program code for setting a unit request call trigger comprises:

computer program code for receiving a subscriber service call at
15 the call center;

computer program code for determining if the telematics unit is data
upload capable; and

computer program code for configuring the telematics unit to initiate
the unit request call at a predetermined time based on the determination.

20 13. The computer usable medium of claim 10 wherein computer
program code for determining available enrollment data comprises:

computer program code for determining if a customer data record is
expected.

25 14. The computer usable medium of claim 10 wherein computer
program code for determining available enrollment data comprises:

computer program code for determining if a personal calling
number is available.

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15. The computer usable medium of claim 9 wherein computer program code for configuring the telematics unit comprises:
computer program code for performing a base configuration.

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16. The computer usable medium of claim 9 wherein computer program code for configuring the telematics unit comprises:
computer program code for performing a base configuration; and
computer program code for performing a personal calling
10 configuration.

17. A system for automated unit service requests from a telematics unit comprising:

means for setting a unit request call trigger at the telematics unit
15 from a call center;

means for receiving a unit request call based on the unit request call trigger; and

means for configuring the telematics unit in response to the received unit request call.

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18. The system of claim 17 further comprising:

means for determining at the call center an available enrollment data; and

means for configuring the unit request call trigger based on the
25 determination.

19. The system of claim 17 further comprising:
means for receiving a carrier response to a generated unit request
call.

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20. The system of claim 17 wherein means for configuring the
telematics unit comprises:

means for performing a base configuration; and
means for performing a personal calling configuration.

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